

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Bushey et al.

Certificate of Correction Branch

Patent No. : 7,224,790

Issued: May 29, 2007

Appln. No. : 09/578,723

Filed: May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS AND
BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER ENVIRONMENT

REQUEST FOR CERTIFICATE OF CORRECTION

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop Certificate of Correction Branch
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir:

Please find attached a proposed Certificate of Correction.

Please correct the following errors appearing in the printed patent which apparently the fault of the U.S. Patent and Trademark Office, as per the attached Certificate of Correction. Since the errors are the fault of the USPTO, no fee is due.

On page 1, under References Cited, of the printed patent, the prior art referenced in the Information Disclosure Statement and listed in the attached 1449, filed on August 28, 2000 and considered by the Examiner on June 10, 2003, should be included. Accordingly the following should be added at paragraph [56] under U.S. Patent documents:

5 943 416 08/24/99 GISBY

5 870 308 02/09/99 DANIELO et al.

5 832 430 11/03/98 LLEIDA et al.
5 832 428 11/03/98 CHOW et al.
5 825 856 10/20/98 PORTER et al.
5 822 744 10/13/98 KESEL
5 819 221 10/06/98 KONDO et al.
5 812 975 09/22/98 KOMORI et al.
5 809 282 09/15/98 COOPER et al.
5 808 908 09/15/98 GHAHRAMANI
5 771 276 06/23/98 WOLF
5 758 257 05/26/98 HERZ et al.
5 734 709 03/31/98 DEWITT et al.
5 710 884 01/20/98 DEDDRICK et al.
5 684 872 11/04/97 FLOCKHART et al.
5 675 707 10/07/97 GORIN et al.
5 668 856 09/16/97 NISHIMATSU et al.
5 657 383 08/12/97 GERBER et al.
5 600 781 02/04/97 ROOT et al.
5 594 791 01/14/97 SZLAM et al.
5 586 219 12/17/96 YUFIK
5 561 711 10/01/96 MULLER
5 537 470 07/16/96 LEE
5 535 321 07/09/96 MASSARO et al.
5 533 107 07/02/96 IRWIN et al.

5 530 744 06/25/96 CHARALAMBOUS et al.

5 519 772 05/21/96 AKMAN et al.

5 500 795 03/19/96 POWERS et al.

5 479 488 12/26/95 LENNIG et al.

5 420 975 05/30/95 BLADES et al.

5 388 198 02/07/95 LAYMAN et al.

5 335 269 08/02/94 STEINLICHT

5 335 268 08/02/94 KELLY, JR. et al.

5 327 529 07/05/94 FULTS et al.

5 299 260 03/29/94 SHAO

5 263 167 11/16/93 CONNER, JR. et al.

5 206 903 04/27/93 KOLER et al.

5 204 968 04/20/93 PARTHASARATHI

5 115 501 05/19/92 KERR

4 964 077 10/16/90 EISEN et al.

4 922 519 05/01/90 DAUDELIN

4 761 542 08/02/88 KUBO et al.

4 694 483 09/15/87 CHEUNG

4 310 727 01/12/82 LAWSEER

At column 9, line 5 (claim 6 line 22) of the printed patent, the word “coal” should be ---goal--
-. This is stated correctly on page 3, line 23 of Applicant’s Amendment filed on April 21, 2006.

At column 9, line 19 (claim 11 line 1) of the printed patent, “storing a program” should be ---
storing a computer program---. This is stated correctly on page 2, line 10 of Examiner’s Amendment

mailed July 25,2006 .

Therefore, it is respectfully requested that a Certificate of Correction issue in the above-identified patent as follows:

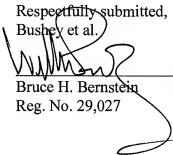
On page 1, under References Cited, of the printed patent, the prior art referenced in the Information Disclosure Statement and listed in the attached 1449, filed on August 28, 2000 and considered by the Examiner on June 10, 2003, be included.

At column 9, line 5(claim 6 line 22) of the printed patent, change “coal” to ---goal---.

At column 9, line 19 (claim 11 line 1) of the printed patent, change “storing a program” to ---storing a computer program---.

Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed number.

Respectfully submitted,
Bushey et al.


Bruce H. Bernstein
Reg. No. 29,027

William Pieprz
Reg. No. 33,630

March 27, 2008
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, VA 20191
(703) 716-1191

UNITED STATES PATENT AND TRADEMARK OFFICE

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Page 1 of 3

PATENT NO. : 7,224,790

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INVENTOR(S) : Bushey et al.

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5 657 383 08/12/97 GERBER et al.
5 600 781 02/04/97 ROOT et al.
5 561 711 10/01/96 MULLER

MAILING ADDRESS OF SENDER (Please do not use customer number below):

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Reston, VA 20191-1411

This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

**UNITED STATES PATENT AND TRADEMARK OFFICE
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